Demon Internet Information for New Users

What is a vPoP ?

When you call your local number (via BT or Mercury), this actually connects to the Energis network and the call is 'piped' into Demon Internet's Finchley HQ, where they enter the vPoP (virtual Point of Presence) as it acts like many PoPs spread throughout the UK.

Energis - what are they ?

Energis are a new UK Mainland National Telecomms provider. They have local access into British Telecom and Mercury exchanges and provide local access to the London vPoP.

What are the Demon Internet Access Numbers ?

vPoP		Traditional PoP (or tPoP)	
London	0181 338 4848	London	0181 343 4848
Birmingham	0121 275 4848	Edinburgh	0131 552 8883
Bristol	01179 81 4848	Hull	01482 499580
Cardiff	01222 27 4848	Bradford	01274 755066
Coventry	01203 28 4848	Cambridge	01223 576010
Gloucester	01452 35 4848	Saffron Walden	01799 506010
Leeds	01132 98 4848	Isle of Wight	01983 523306
Leicester	01162 90 4848		
Liverpool	0151 210 4848		
Luton	01582 64 4848		
Manchester	0161 385 4848		
Newcastle	0191 247 4848		
Nottingham	01159 54 4848		
Preston	01772 48 4848		
Reading	01734 28 4848		
Sheffield	01142 38 4848		
Wolverhampton	01902 46 4848		

What speed modems do Demon Internet use ?

Currently the modems attached to the vPoP lines are V.32terbo (19,200 baud). These will be upgraded to V.34 (28,800 baud) as soon as US Robotics make rack mount versions available (software upgrade, expected Summer 1995). The tPoPs are using V.32bis modems.

How to get started ?

Using a normal comms package with your modem connected dial your local access point. When the connection succeeds (your modem will display CARRIER and maybe a connection speed). Then you should get some Welcome Info. The following sequence should then be typed :-

expect	send
login:	***hostname*** [this is should be in lowercase followed by RETURN - do not use the demon.co.uk part of the hostname]
Password:	[As this is is your first time logging in you will be prompted to choose a password, type this in, the system will then ask you to verify this, so re-type it. NOTE lowercase and uppercase ARE different you should choose something as easy to remember but hard to guess (ensure you type RETURN after each password). Record it somewhere safe]

Your IP address is 158.152.x.y [This is YOUR IP address. Record this as you may need it later]

You will need to have some TCP/IP software in order to use the Internet. Demon Internet can supply this for several platforms on disk for a £7.50 +VAT duplication fee. Please contact sales for further information on *0181-371 1234*. The software comes with various help files that should make your Internet life easier.

If you are confident about communications you may download the software and documentation for free. Some files are very large, in excess of 1 Megabyte, and it may take a long-time to complete. Please perform the following actions :-
Dial into your local Demon Internet access point with some communications software that supports file downloading. When the connection succeeds

expect	send
login:	***guest*** [in lowercase followed by RETURN]
Password:	***daily guest password*** [obtained by telephoning support/sales/switchboard **during support hours**]

Then follow the download instructions for your type of system.

Basic Generic Configuration Questions ?

Destination IP Address:	158.152.1.222
Gateway IP Address:	158.152.1.222
Netmask:	255.255.255.255
MTU Size:	576 [most systems will either set this by default or negotiate it]
Use VJ Compression:	Use if possible
Domain Name Servers:	158.152.1.193 and 158.152.1.65 [use both if possible, either if not]
Your hostname:	The name you requested from Demon Internet (that you log-in with).
News Server:	news.demon.co.uk
Gopher Server:	[Demon do not run a gopher server, try gopher.gbnet.net]
WWW Server:	www.demon.co.uk
POPmail Server:	[Demon do not offer POPmail (Post Office Protocol) mail as standard, this is available at extra cost. Do NOT confuse POPmail with a PoP which is a Demon Internet dial-up Point of Presence]
Reply Domain:	this should be hostname.demon.co.uk (ensure you add the demon.co.uk)
Reply (mail) ID:	This is the name that you want to mail addressed to you (i.e. fred), so your full mail address will be fred@hostname.demon.co.uk
POP Login ID:	[only required for POPmail accounts]
POP Password:	[as above]
SMTP/Mail host	post.demon.co.uk

Software pre-configured for Demon Internet will already have the correct non site specific information.

Configuring a Dial-script

Several tcp/ip packages come with scripts that will already work with Demon Internet otherwise here are the expect/send strings that are relevent to watch for :-

expect	send
[nothing]	dial-string [modem/Demon Internet access point specific - see MODEM.TXT for help on configuring modems]
CARRIER or CONNECT	[don't send anything - these may optionally be followed by a connect speed]
ogin:	***hostname*** (return) [lowercase - do not send the .demon.co.uk]
assword:	***password*** (return) [send your previously set *password* here]
otocol:	***PPP*** or ***SLIP*** (return) [please contact support for other modifiers]
HELLO	[You have successfully connected and your software should now switch into SLIP or PPP mode]

Many modem problems associated with modem configurations are explained in the file ***MODEM.TXT*** which is supplied with all Demon Internet software.

What do you do if you have problems

Re-read the documentation. If it is a non-urgent support issue try asking in the local newsgroup for your platform (i.e. PC users should try demon.ip.support.pc, while MAC users try demon.ip.support.mac etc.).
If it is urgent and **DURING SUPPORT HOURS** - phone the support number *0181-371 1010*